

**TOWN OF DAVIE**  
**TOWN COUNCIL AGENDA REPORT**

**TO:** Mayor and Councilmembers

**FROM/PHONE:** Tina Tysinger, Director / 954-797-1063

**PREPARED BY:** Tina Tysinger, Director / 954-797-1063

**SUBJECT:** Resolution

**AFFECTED DISTRICT:** Townwide

**ITEM REQUEST:** **Schedule for Council Meeting**

**TITLE OF AGENDA ITEM:** AGREEMENT - A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, AUTHORIZING THE MAYOR TO EXECUTE AN AGREEMENT WITH TOSHIBA AMERICA BUSINESS SOLUTIONS INC. FOR MANAGED PRINT SERVICES. (\$26,035.20/yr.)

**EXECUTIVE SUMMARY:** The Town of Davie Technology Information Management Services Department would like to enter into an agreement with Toshiba which would have one point of contact for all printing needs. We would also benefit from moving away from higher cost devices and toward more cost efficient products. By entering into this agreement the Town could save a considerable amount of money by mainstreaming their print services.

**KEY POINTS:**

- **Centralizes printing needs**
- **Lower cost toner**
- **More efficient printing devices**

**CONCURRENCES:**

**FISCAL IMPACT:** not applicable

Has request been budgeted? n/a

If yes, expected cost: \$

Account name and number:

If no, amount needed: \$

What account name and number will funds be appropriated from:

Additional Comments:

**RECOMMENDATION(S):** Motion to approve resolution

**Attachment(s):** Resolution, Proposal

RESOLUTION \_\_\_\_\_

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, AUTHORIZING THE MAYOR TO EXECUTE AN AGREEMENT WITH TOSHIBA AMERICA BUSINESS SOLUTIONS INC. FOR MANAGED PRINT SERVICES

WHEREAS, the Town currently has several Toshiba copier/printers.

WHEREAS, Toshiba has offered to provide Managed Print Services to the Town

WHEREAS, the monthly fees would be considerably less than what is currently being paid.

NOW THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Town Council hereby accepts the quote provided by Toshiba America Business Solutions for Managed Print Services and authorizes the Mayor to execute the agreement with Toshiba America Business Solutions for providing Managed Print Services to the Town.

SECTION 2. The Town Council hereby authorizes the expenditure from the Technology Computer Expenses and Maintenance Account 052-0259-593-0441.

SECTION 3. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ ,  
2009

\_\_\_\_\_  
MAYOR/COUNCILMEMBER  
ATTEST:

\_\_\_\_\_

TOWN CLERK

APPROVED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2009

Optimize Your Business Processes with **Toshiba**



This Proposal is Especially Prepared for:

TOWN OF DAVIE

Prepared By: Patricia Watts/Brian Lynn

Date: October 28, 2009



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October 28,2009

Toshiba Business Solutions Florida is pleased to present the following response to THE TOWN OF DAVIE's request for Managed Print Services. Simply stated, the purpose of this proposal partnership is to help The Town of Davie do more with less. We have demonstrated, through our tools, methodology and improvement programs, an unparalleled strength in the area of document assessment, asset management and fleet optimization. We are confident you will realize tremendous benefits from Toshiba Business Solutions.

The goals for our MPS program and our assessment were to accomplish the following:

- Reduce TCO for output devices
- Improve efficiencies surrounding printer management
- Improve procurement of hardware, service and consumables
- Improve billing inefficiencies and reporting
- Increase end-user productivity and overall satisfaction
- Reduce burden on IT for help-desk support.

It is with great enthusiasm that we present the following information discovered using our Six Sigma methodology and managed print services program. We are confident that you find our results to be thorough and very well thought-out and capable of providing your printer fleet document output a dramatic improvement in total cost of ownership.

Thank you for your time and consideration.

Best Regards,

Patricia Watts/Brian Lynn  
Toshiba Business Solutions Florida  
Enterprise Solution Architects



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During many Encompass engagements, the first and most common sense improvement strategy is Print Management. Toshiba developed its Managed Print Services Program in a direct response to an overwhelming need for consolidated printer management. Historically, most organizations purchase toner cartridges from one vendor, printer service from another vendor and printer hardware from another vendor. The process of managing pricing, service and billing from three or more vendors for the same device is susceptible to great inefficiency.

Toshiba's Managed Print Services Program offers one point of purchase, service and billing for all printing devices regardless of make or model. The benefits of Managed Print Services program are immediate and are almost transparent to your end-user community.

There are four principal study areas when a Printer Fleet Assessment is provided:

1. **Fleet Optimization** – Often, companies have too many print devices with a vast array of printer devices and unique consumable supply items. Fleet optimization focuses on standardizing in fewer models, effectively located that optimize cost and worker productivity.
2. **Print Management** – The Toshiba Managed Print Services Program allows companies to enjoy the benefits of consolidated billing, single point of accountability and cohesive output strategy while utilizing both Toshiba and non-Toshiba equipment. Through the print management program, Toshiba Business Solutions provides all consumables and on-site service for your existing fleet of HP, Lexmark and other laser printers as well as a wide assortment of 3<sup>rd</sup> party taxes. A detailed description and pricing is provided in the "Managed Print Services/Program Description and Pricing" section below.
3. **Print Migration** – this strategy involves moving print away from higher cost devices toward more efficient output products. Encompass helps you identify "bad citizen" and "good citizen" output devices. TCO can be reduced by more than half by aggressively migrating print volume to the most capable service.
4. **Control** – Often overlooked phase ultimately determines the long-term success of any improvement strategy. Toshiba provides both best-practice recommendations and software applications to sustain an optimized print environment. Through long-term exposure to the document production industry. Toshiba has developed and tested various "tricks-of-the-trade," to help influence end-user behavior. Since labor is often a company's most expensive resource we strive to balance productivity and user satisfaction with the lowest cost output alternative.



The basis of our strategy is to lower the cost of toner cartridges and eliminate the cost of printer service. Under this program, Toshiba provides you an OEM-equivalent toner cartridge and bundles in all service diagnostics, parts and labor charges for free. This program is offered nation-wide and covers all Hp and Lexmark Laser printers.

**Pricing is based on a cost per image consolidated billing which includes:**

- One Point of Service
- One Contact for Dispatch and Diagnostics
- One Point for Supplies
- Improved Fleet Management
- Improved Reporting

Again, our program includes on-site service labor, parts, toner and a comprehensive Encompass Document Output Analysis.

Our analysis of THE TOWN OF DAVIE, has determined the following:

#### Current Inventory and Volumes based on TOSHIBA Findings-Summary

- 18 inkjets
- 45 laser printers
- 12 fax machines
- Average Cost –TCO –Inkjet-.05 Mono-.20 Color
- Average Cost-TCO-Laserjet-.04 Mono-.14 Color
- Average Cost –TCO-Fax-.015 Mono
- Total Average Pages printed each month 54,240 Mono-1,930 color





## Customer Current Cost Summary

(Information obtained from customer)

Currently Paying avg \$2,169.60 on 54,240 prints per month

- \$2,169.60 per month
- \$26,035.20 per year

Estimated printer service labor \$20.00 month

- Est \$ 240.00 per year

Current Total cost \$2,189.50 per month

Current Total cost \$26,274.00 per year (estimated avg)



Toshiba includes full parts, labor, service calls, and supplies on all printers listed on previous page.

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Toshiba will also provide software for collecting meter reads on a monthly basis. We will load software on your network or remotely gather meter reads via the WEB on a monthly basis, eliminating manual process such as faxes and phone calls.

#### Cost per Image

Toshiba submits a one standard price for any print produced on Your companies printer fleet devices identified on the "schedule A" of this proposal, eliminating variable cost and maintaining budget control.

The cost per image is **\$0.04 per page**, this shows our partnership can save your business thousands of dollars based on the following:

#### Current Cost ( based on 54,240 impressions per month)

**\$2,169.60 per month      \$26,035.20 per year**

#### Toshiba New Price: ( based on 55,000 impressions per month)

**\$1,540.00 per month      \$18,480.00 per year**

#### Cost Savings (based on 55,000 impressions per month):

**\$629.60 per month      \$7,555.20 per year**



## **TOSHIBA SOLUTION Continued**

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### Optional Support

Should TOWN OF DAVIE consider having an Onsite person manage the fleet performing a total labor support role, including first call assist help desk, distributing and installing toner, printer PM, and items not identified in our deliverables Toshiba would consider employing an individual at an additional charge per print.

This would allow the freedom for the IT department to be focused on other important responsibilities.

### Summary

Our Encompass survey results are the most sophisticated and comprehensive solution to effective management of all your document output.

The benefits to THE TOWN OF DAVIE are basic and simple:

- One CPP for all print devices
- Automatic meter readings & supplies ordering
- Service for all contract printers
- Cost efficient

Simply said, Encompass and Toshiba's Managed Print Services Program will help your company do more with less.

.....less cost.....less time.....less output.....less hassle.

Thank you for allowing Toshiba Business Solutions Florida the opportunity to present our offering.



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**Include attachments here**